

KCG Call Center Ribbon Cutting Ceremony (August 2, 2005)

Pennington Gap, Virginia

I take great pleasure this afternoon in participating with Lee County and KCG Call Center officials in the ribbon cutting ceremony for the new KCG Customer Service Center in Pennington Gap. Today's activities mark another major success for our Showcasing Southwest Virginia program, for Lee County and for Virginia's Ninth Congressional District.

The new customer service facility which celebrates its grand opening today will provide telephone based customer service here in the West Gate MiniMall in Pennington Gap and will be operated by KCG Call Centers, LLC.

As a formal member of The Results Network, the new KCG Call Center will host not only call center seats for its own clients, but also seats for clients furnished by the Results Companies. The agents in the center will handle inbound customer service calls, blended with customer retention and sales calls to existing clients.

48 customer service and management positions have already been filled at the facility, and 20 of those new employees began accepting calls at the new facility last month. The remaining 28 are now completing their training and will begin work in a matter of days.

KCG plans to hire a total of 225 employees for the 136 seat call center, and the company is now accepting applications and actively hiring for customer service, supervisory and administrative positions which offer both competitive wages and a benefits package. Anyone interested in employment at the facility should contact the Virginia Employment Commission at 276 679-9413.

This outstanding success which we are celebrating today rapidly emerged from discussions which began in January of this year between my office and The Results Companies. Learning of its need to find a site quickly for a new customer service center, I immediately arranged a tour of Southwest Virginia for executives from Results that spanned 3 days and a large part of my Congressional District. Encouraged by what he had seen, the President of Results returned to the region in early April for a second tour, which I also arranged.

Paul Kavanaugh, President of KCG Call Centers, also took part in this second tour of our region. Paul was immediately impressed with the qualities and advantages that Southwest Virginia had to offer to his business. Within days of the April visit, Paul informed us that he had an immediate need for a new call center, that he was highly impressed with our region and that he had decided to move forward with a call center in Pennington Gap.

Following the announcement in May of this year, construction began immediately to prepare the facility for KCG. The company took possession of the center last month and is moving rapidly towards full operation. The call center currently accepts calls between the hours of Noon and 9 P.M. each day. Once additional hiring and training classes take place, the facility will expand its operation schedule to three full shifts and will be providing service to its customers around the clock. KCG hopes to begin a 24-hour schedule by mid-September and to complete hiring before the end of the year.

I would like to take the opportunity of these remarks to recognize those who have been essential to the success which we are celebrating today.

Tim Long, Director of the Lee County Industrial Development Authority, has provided excellent assistance to KCG as the company has worked to get the new facility up and running. I thank him for his outstanding efforts.

I also want to recognize Benny Sergent and Darrell Crusenberry, the owners of the building which houses the new call center, for their hard work in quickly preparing the facility for KCG.

I also want to thank the VEC and Mountain Empire Community College for the assistance they have provided to KCG as the company continues to hire and train its new workers.

We are honored to welcome KCG into our community, and I look forward to developing and expanding this new relationship to the mutual benefit of Southwest Virginia and KCG Call Centers.